

# ADVOCACY AND CUSTOMER SERVICE SECTION

The Advocacy and Customer Service Section is one of the five sections in the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Our role is to support advocacy and consumer choice, ensure rights protection in the community and the state operated facilities and to promote consumer empowerment. Our staff includes consumers and family members. We want to make it easy for you to share your concerns. We will answer your questions, help resolve your complaints and process your appeals. We have two teams to assist you.

## CONSUMER EMPOWERMENT TEAM

- Keeps you, your family members and advocates actively involved in local and state policy development and planning.
- Ensures that your voice, input, and disability representation is included in building a better service system.
- Helps develop local grass roots advocacy and consumer groups.
- Provides support and assistance to the state and local Consumer and Family Advisory Committees (CFACs) to ensure empowerment and an informed system.

## CUSTOMER SERVICE AND COMMUNITY RIGHTS TEAM

- Protects your rights when you are served in the community.
- Provides a responsive system for your complaints or concerns.
- Monitors community rights protections and customer service.
- Assists families and individuals in accessing public services.

## HOW TO REACH US:

### Writing

Advocacy and Customer Service Section  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services  
3009 Mail Service Center  
Raleigh, North Carolina 27699-3009

**Calling** — 919-715-3197

**Faxing** — 919-733-4962

### Calling Toll Free

**State CARE-LINE** — Information and Referral Service  
TTY/Voice/Spanish  
**1-800-662-7030**

### Viewing our web site

[www.ncdhhs.gov/mhddsas](http://www.ncdhhs.gov/mhddsas)